DOCUMENT RESUME

ED 094 767 IR 000 968

| | |
|---|---|
| AUTHOR | Pritchard, A.; Auckland, M. |
| TITLE | Library Effectiveness 1974. |
| INSTITUTION | City of London Polytechnic (England). Library and Learning Resources Service. |
| PUB DATE | Jul 74 |
| NOTE | 70p. |
| AVAILABLE FROM | City of London Polytechnic, Library and Learning Resources Service, 84 Moorgate, London, EC2M 6SQ, England (2 English pounds) |
| EDRS PRICE | MF-$0.75 HC-$3.15 PLUS POSTAGE |
| DESCRIPTORS | Library Materials; Library Reference Services; Library Services; *Library Surveys; Periodicals; Reference Materials; *University Libraries; *Use Studies |
| IDENTIFIERS | *City of London Polytechnic; Great Britain; London |

ABSTRACT

In order to measure the effectiveness of its libraries, the City of London Polytechnic Library and Learning Resources Service surveyed its users and compared the results with a study completed the previous year (1973). Tables and statistics have been provided for: number, type, status, and academic department of users; frequency of use; satisfaction and success in finding desired information; journal use; hours of library use; and use of materials. Major findings were basically that library effectiveness had not changed since the previous study, usage had dropped slightly, and the satisfaction level had risen. The study also raised the possibility that the libraries should invest more in lending stock and less in reference and other non-circulating materials, since lack of seating space has limited the use of in-house materials. (LS)

CITY OF
LONDON
POLYTECHNIC

LIBRARY
AND
LEARNING
RESOURCES
SERVICE

# LIBRARY EFFECTIVENESS 1974

A. PRITCHARD
M. AUCKLAND

July 1974

ED 094767

CITY OF LONDON POLYTECHNIC

LIBRARY AND LEARNING RESOURCES SERVICE

# LIBRARY EFFECTIVENESS 1974

A. Pritchard

M. Auckland

U S DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

IR 000 967

84 Moorgate,
London,
EC2M 6SQ.

July 1974

CONTENTS

Section


1. Summary

2. Introduction

3. Comparisons with previous data

4. Abbreviations

5. Results and Observations

5.1 Overall library effectiveness

5.2 Notes on the tables

5.3 Index to tables

5.4 - 5.45 Tables compiled from analysis of questionnaire survey data

5.46 - 5.49 Tables compiled from analysis of reshelving survey data.

6. Conclusion

## 1. SUMMARY

A library effectiveness survey, identical with that carried out in 1973, was carried out in February 1974. This report presents the results and, where possible, gives comparative figures. It was found that, in general, the effectiveness of the Polytechnic library service had not changed.

## 2. INTRODUCTION

.1 The methodology of the survey and the objectives behind it remain the same as in 1973 and it is not intended to repeat these. They can be found in our previous report (ref. 1). One other objective has been added viz:

> to provide comparative data with the previous study.

.2 There are obviously two ways in which the effectiveness of a library can be compared:

a) with other libraries at an approximately similar instant of time.

b) with itself at a later time period.

.3 Since there are no comparable data from other libraries, we have chosen the second approach. In our view, it is, in any case, more valid.

## 3. COMPARISONS WITH PREVIOUS DATA

.1 We have tried to compare where possible but there are two major problem areas:

a) There has been some reorganisation of Departments within the Polytechnic within the past year so it is not always possible to make exact comparisons.

b) We have made the assumption that "random" factors (such as the number and distribution of people who would not fill in a questionnaire or the number who reshelved their own books) have operated precisely as they did in the first survey.

.2 In view of these problems strict attention must be paid to the terminology used when discussing the result of each table.

The words "significant" and "very significant" are used where we have been able to apply statistical significance tests and mean at the 5% and 1% level respectively.

The words "it seems likely that" mean that there is no comparability of data but there has been such a change in the results that some notice should be taken of them.

## REFERENCES

1. Pritchard, A. and others. Library effectiveness study. City of London Polytechnic, 1973.

4. ABBREVIATIONS

Reasons (a - l)

| | |
|---|---|
| a | Find and read material required for course |
| b | Use or read material not connected with course |
| c | Borrow library material for further reading |
| d | Do research for term papers or seminar papers |
| e | Do research for graduate exams or thesis |
| f | Do research for publishable paper or book |
| g | Get some material photocopied |
| h | Return materials to the library |
| i | Work with own books |
| j | Seek information which does not require borrowing of library materials (asking a question of library staff) |
| k | Any other reason |
| l | No reason or more than one reason |

Libraries

| | |
|---|---|
| BS | Business Studies |
| CH | Central House |
| ST | Science and Technology |
| N | Navigation |

Time

| | |
|---|---|
| 1 - 5 | Monday to Friday |
| .1-.3 | Morning, Afternoon and Evening. |
| .1 | 9 a.m. to 1 p.m. |
| .2 | 1 p.m. to 5 p.m. |
| .3 | 5 p.m. to Closing Time* |

*Closing Times

| | |
|---|---|
| Business Studies | 9 p.m. Monday to Friday |
| Central House | 9 p.m. Monday to Thursday; 5.15 p.m. Friday |
| Navigation | 9 p.m. Monday to Thursday; 5.00 p.m. Friday |
| Science and Technology | 9 p.m. Monday to Thursday; 5.30 p.m. Friday (lending) 9.00 p.m. Friday (reference) |

Departments A - Z

| | |
|---|---|
| A | Accountancy and Taxation (formerly Banking, Commerce, Business Studies and Accountancy). |
| B | Economics and Banking (formerly Economics, Management and Marketing) |
| C | Modern Languages |
| D | Law (formerly Professional Studies) |
| E | Secretarial Studies |
| F | Transport and Insurance (formerly Shipping and Commercial Products) |
| G | Biological Sciences |
| H | Chemistry |
| I | Geology and Geography |
| J | Mathematics and Statistics |
| K | Metallurgy and Materials |
| L | Physics |
| M | Psychology |
| N | General Studies |
| P | Navigation |
| Q | Fine and Applied Arts |
| R | Silversmithing and Allied Crafts |
| S | Administration |
| T | Library |
| U | Other |
| X | Management, Marketing, Politics and Sociology |
| Y | Modular Degree and general Business Studies |
| Z | Modular Degree and general Science Studies |

## 5. RESULTS AND OBSERVATIONS

### 5.1 Overall library effectiveness

.1 The Rzasa equation (as used by us) is

$$E = \frac{m}{N}\left(1 + \frac{n}{N}\right) + \frac{r_2}{N}\left(1 + \frac{r_1}{N}\right) + \frac{S}{N^2}$$

where:

m = total number of items reshelved
N = total user population
n = total number who use the library
$r_1$ = total questions asked
$r_2$ = total questions satisfactorily answered
S = number of users studying with their own books or who are there for social purposes

The equivalent figures for this year and last year are:

| | 1974 | 1973 | |
|---|---|---|---|
| m | 3,905 | 4,000 | |
| N | 3,621.6 | 3,691.3 | (Note 2) |
| n | 1,135 | 1,178 | (Note 1) |
| $r_1$ | 43 | 41 | |
| $r_2$ | 39 | 28 | |
| S | 509 | 555 | |

Note 1: This is the number of visitors to the library - not the total number of visits.

Note 2: In view of the difficulty in obtaining accurate Full-Time Equivalent (FTE) figures, we have recalculated the equation on the basis of thousands of students hours. One thousand student hours does approximately equal an FTE. Correspondence courses have been excluded. The actual figures are:

| | 1973 | 1974 |
|---|---|---|
| BS | 1,774.6 | 1,891.9 |
| ST | 1,031.3 | 797.0 |
| N | 430.4 | 499.5 |
| A | 455.0 | 433.2 |
| TOTAL | 3,691.3 | 3,621.6 |

The actual figures for each element of the equation are:

| | 1973 | 1974 | Difference |
|---|---|---|---|
| $\frac{m}{N}\left(1 + \frac{n}{N}\right)$ | 1.429446 | 1.416174 | - 0.928% |
| $\frac{r_2}{N}\left(1 + \frac{r_1}{N}\right)$ | 0.007670 | 0.010897 | +42.074% |

| | 1973 | 1974 | Difference |
|---|---|---|---|
| $\frac{S}{N^2}$ | 0.000041 | 0.000039 | - 4.724% |
| TOTAL | 1.437157 | 1.427110 | - 0.699% |

Given the probably large statistical error, we can assume that there has been no overall change in overall effectiveness.

There are some interesting trends when we look at student hours and questionnaires returned.

% differences 1973 and 1974

| | student hours (000s) | questionnaires returned |
|---|---|---|
| | % | % |
| BS | + 6.61 | -15.43 |
| ST | -22.72 | -20.22 |
| N | +16.05 | +21.54 |
| A | - 4.79 | + 8.53 |
| TOTAL | - 1.89 | - 3.65 |

Although several libraries have managed to hold their customers, these figures and the previous ones are disappointing, in that they do not show the growth in usage that we would have hoped for.

## 5.2 NOTES ON THE TABLES

.1 A detailed index follows these notes.

.2 Where tables are large, the percentage figures only are given.

.3 All questionnaires were accepted for analysis. Of the 1,979 questionnaires, however, in some cases we were able to accept only some replies. E.g. if a questionnaire did not have answers to the 'satisfied' question, we could accept it for all other tables. This accounts for the variation in total answers to some questions.

.4 In the 'time period' and 'time of day' tables the figures for Friday evening were drawn from the sample at BS and ST only. This accounts for the low number. In some cases they have been omitted, thus accounting for the variation in totals.

## 5.3 INDEX TO TABLES


| Table | Section |
|---|---|
| Attendance | 5.4.3 |
| x day | 5.30 |
| x find it | 5.7 |
| x library | 5.16 |
| x reason | 5.13 |
| x satisfaction | 5.6 |
| x status | 5.12 |
| x time of day | 5.29 |
| x time period | 5.28 |
| Date of journal | |
| x journal use | 5.49 |
| Day | |
| x attendance | 5.30 |
| x department | 5.45 |
| x find it | 5.33 |
| x reason | 5.39 |
| x satisfaction | 5.42 |
| x status | 5.36 |
| Department | 5.4.6 |
| x day | 5.45 |
| x find it | 5.21 |
| x journal use | 5.48 |
| x library | 5.11 |
| x reason | 5.26 |
| x satisfaction | 5.24 |
| x status | 5.20 |
| x time of day | 5.44 |
| x time period | 5.43 |

| | | |
|---|---|---|
| Find it | | 5.4.4 |
| | x attendance | 5.7 |
| | x day | 5.33 |
| | x department | 5.21 |
| | x library | 5.9 |
| | x reason | 5.18 |
| | x satisfaction | 5.8 |
| | x status | 5.23 |
| | x time of day | 5.32 |
| | x time period | 5.31 |
| Frequency of visit | | 5.5 |
| Journal use | | |
| | x date of journal | 5.49 |
| | x department | 5.48 |
| | x library | 5.47 |
| Library | | 5.4.7 |
| | x attendance | 5.16 |
| | x department | 5.11 |
| | x find it | 5.9 |
| | x journal use | 5.47 |
| | x reason | 5.17 |
| | x satisfaction | 5.10 |
| | x status | 5.15 |
| | x time period | 5.27 |
| | x use of material | 5.46 |
| Reason | | 5.4.1 |
| | x attendance | 5.13 |
| | x day | 5.39 |
| | x department | 5.26 |
| | x find it | 5.18 |
| | x library | 5.17 |
| | x satisfaction | 5.19 |
| | x status | 5.14 |
| | x time of day | 5.38 |
| | x time period | 5.37 |

| | | |
|---|---|---|
| Satisfaction | | 5.4.5 |
| | x attendance | 5.6 |
| | x day | 5.42 |
| | x department | 5.24 |
| | x find it | 5.8 |
| | x library | 5.10 |
| | x reason | 5.19 |
| | x status | 5.25 |
| | x time of day | 5.41 |
| | x time period | 5.40 |
| Status | | 5.4.2 |
| | x attendance | 5.12 |
| | x day | 5.36 |
| | x department | 5.20 |
| | x find it | 5.22 |
| | x library | 5.15 |
| | x reason | 5.14 |
| | x satisfaction | 5.25 |
| | x time of day | 5.35 |
| | x time period | 5.34 |
| Time of day | | |
| | x attendance | 5.29 |
| | x department | 5.44 |
| | x find it | 5.32 |
| | x reason | 5.38 |
| | x satisfaction | 5.41 |
| | x status | 5.35 |
| Time period | | |
| | x attendance | 5.28 |
| | x department | 5.43 |
| | x find it | 5.31 |
| | x library | 5.27 |
| | x reason | 5.37 |
| | x satisfaction | 5.40 |
| | x status | 5.34 |
| Use of material | | |
| | x library | 5.46 |

## 5.4 PERCENTAGE AND NUMBER OF USERS IN EACH CATEGORY ON THE QUESTIONNAIRE

| .1 Reason for visit to the library | 1973 | | 1974 | |
|---|---|---|---|---|
| | % | No. | % | No. |
| a. Find and read material required for course | 31 | 664 | 31 | 610 |
| b. Use or read material not connected with course | 8 | 161 | 9 | 177 |
| c. Borrow library material for further reading | 9 | 201 | 9 | 183 |
| d. Do research for term papers or seminar paper | 6 | 126 | 3 | 61 |
| e. Do research for graduate exams or thesis | 3 | 62 | 3 | 61 |
| f. Do research for publishable paper or book | 1 | 25 | 1 | 19 |
| g. Get some material photocopied | 3 | 54 | 4 | 76 |
| h. Return materials to the library | 3 | 74 | 5 | 100 |
| i. Work with own books | 20 | 424 | 21 | 420 |
| j. Seek information which does not require borrowing of library material (asking a question of library staff) | 2 | 41 | 2 | 43 |
| k. Any other reason | 6 | 131 | 4 | 89 |
| l. No reason, or more than one reason | 8 | 160 | 7 | 140 |
| | | 2,123 | | 1,979 |

| .2 Status of Users | | | | |
|---|---|---|---|---|
| Academic staff | 15 | 314 | 14 | 286 |
| Other staff | 1 | 32 | 4 | 70 |
| Postgraduate students | 5 | 107 | 2 | 38 |
| Students | 79 | 1,670 | 80 | 1,585 |
| | | 2,123 | | 1,979 |

| .3 Attendance of Users | | | | |
|---|---|---|---|---|
| Full-time | 89 | 1,883 | 89 | 1,756 |
| Part-time | 11 | 240 | 11 | 223 |
| | | 2,123 | | 1,979 |

| .4 Whether the users found what they came in for | | | | |
|---|---|---|---|---|
| Yes | 79 | 1,658 | 84 | 1,637 |
| No | 21 | 444 | 16 | 321 |
| | | 2,102 | | 1,958 |

| | | 1973 | | 1974 | |
|---|---|---|---|---|---|
| | | % | No. | % | No. |
| .5 | Whether the users were satisfied with their visit | | | | |
| | Yes | 82 | 1,729 | 87 | 1,708 |
| | No. | 18 | 373 | 13 | 250 |
| | | | 2,102 | | 1,958 |
| .6 | Department of users | | | | |
| | A Accountancy and Taxation (formerly Banking, Commerce, Business Studies and Accountancy) | *22 | 461 | 18 | 354 |
| | B Economics and Banking (formerly Economics, Management and Marketing) | *12 | 253 | 5 | 95 |
| | C Modern Languages | 1 | 13 | <1 | 9 |
| | D Law (formerly Professional Studies) | *14 | 295 | 8 | 166 |
| | E Secretarial Studies | 2 | 43 | 2 | 30 |
| | F Transport and Insurance (formerly Shipping and Commercial products) | * 1 | 31 | 2 | 45 |
| | G Biological Sciences | 4 | 75 | 3 | 57 |
| | H Chemistry | 2 | 40 | 1 | 24 |
| | I Geology and Geography | 6 | 120 | 5 | 91 |
| | J Mathematics and Statistics | 3 | 66 | 3 | 51 |
| | K Metallurgy and Materials | 4 | 89 | 4 | 74 |
| | L Physics | 2 | 50 | 2 | 31 |
| | M Psychology | 5 | 115 | 5 | 103 |
| | N General Studies | <1 | 2 | <1 | 1 |
| | P Navigation | 17 | 363 | 23 | 452 |
| | Q Fine and Applied Arts | 1 | 21 | 2 | 42 |
| | R Silversmithing and Allied Crafts | 1 | 31 | 2 | 36 |
| | S Administration | <1 | 5 | <1 | 1 |
| | T Library | <1 | 5 | 1 | 20 |
| | U Other | 3 | 62 | 2 | 39 |
| | X Management, Marketing, Politics and Sociology | | | 2 | 30 |
| | Y Modular Degree and general Business Studies | | | 9 | 185 |
| | Z Modular Degree and general Science Studies | | | 2 | 43 |
| | | | 2,123 | | 1,979 |

*Not precisely comparable

| | 1973 | | 1974 | |
|---|---|---|---|---|
| | % | No. | % | No. |
| .7 Number of visits to individual libraries | | | | |
| Business Studies Library | 53 | 1,128 | 48 | 954 |
| Navigation Library | 18 | 376 | 23 | 457 |
| Science and Technology Library | 17 | 361 | 15 | 288 |
| Central House Library | 12 | 258 | 14 | 280 |
| | | 2,123 | | 1,979 |

.8 COMPARISONS WITH THE PREVIOUS YEAR

.0 In general we have a fairly consistent pattern emerging. The following sub-sections note any significant changes from 1973. We have applied a chi-squared test using as our expected value, the value from last year adjusted (i.e. multiplied by the ratio this year's total/last year's total) to take account of the lower questionnaire returns.

.1 Reason

Very significant (chi-squared = 71). The major factors are a large fall in the numbers doing term paper research (e), a rise in numbers only returning material (h) and a rise in photocopying (g). This latter was hoped for following the introduction of new coin-operated machines last year.

.2 Status

Very significant. The total chi-square value (92) is almost entirely due to the rise in other staff use (53) and the fall in postgraduate use (38). The latter is particularly worrying. For further data see the other status tables.

.3 Attendance

Not significant.

.4 Find it

Very significant. Statistically the result is largely due to the drop in those who could not find material.

.5 Satisfaction

Very significant. Statistically the result is largely due to the drop in those who were unsatisfied.

.6 Departments

Because of the changes in Business Studies departments it is impossible to perform a test of significance. However, it is clear from an inspection of the table that there has been a large rise in the use by the School of Navigation.

.7 Libraries

Very significant. 59% of the chi-squared value is accounted for by the rise in use at Navigation. The remainder (falls at BS and ST and a rise at CH) are fairly evenly spread.

## 5.5 FREQUENCY OF VISIT

.1

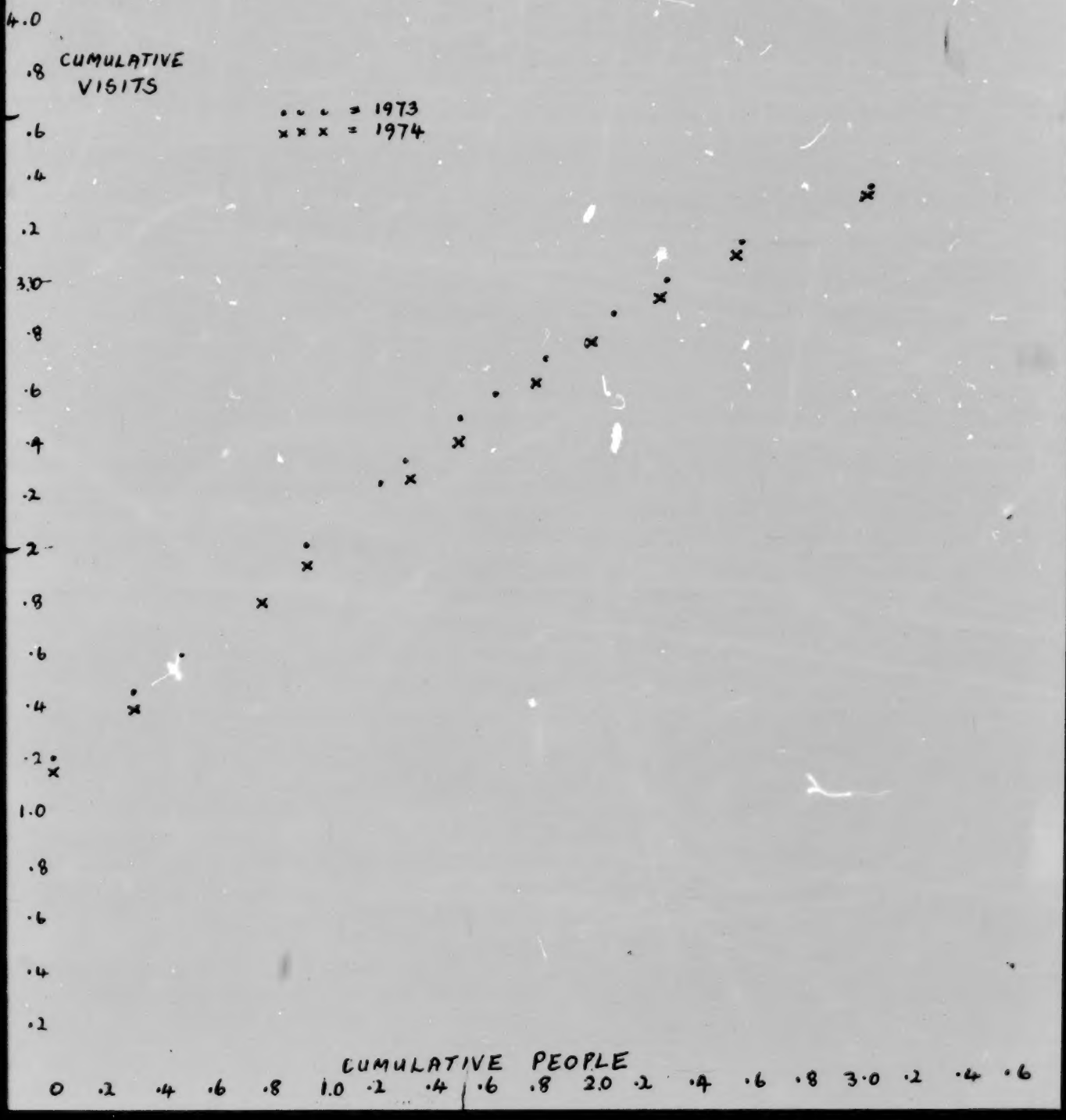
| Number of visits | Number of persons |
|---|---|
| 14 | 1 |
| 10 | 1 |
| 9 | 4 |
| 8 | 3 |
| 7 | 13 |
| 6 | 11 |
| 5 | 32 |
| 4 | 39 |
| 3 | 85 |
| 2 | 184 |
| 1 | 762 |
| | 1,135 |

Average number of visits = 1.7

.2 Compared with last year we have a slightly lower number of identifiable users and a lower average number of visits. Statistically the minor differences in the distribution pattern are not significant.

.3 It is interesting that a Bradford-Zipf curve of both years gives a very similar pattern which only gives a straight line approximation when both the cumulative visits and cumulative people are plotted logarithmically as the accompanying graph shows.

BEST COPY AVAILABLE



## 5.6 ATTENDANCE x SATSIFACTION

| .1 | Full-time | Part-time | Total |
|---|---|---|---|
| Satisfied | 1,504 (87%) | 204 (92%) | 1,708 (87%) |
| Not satisfied | 232 (13%) | 18 ( 8%) | 250 (13%) |
| Total | 1,736 | 222 | 1,958 |

.2 The difference is significant at the 5% level (chi-square = 4.88). The significant cell in this table is the Part-time - Not Satisfied one which is lower than expected.

.3 The comparison with last year for this and for all the contingency tables following has been carried out on a column by column basis. The expected values are given by the column figures for 1973 multiplied by the adjustment factors 1974 column total/1973 column total.

Full-time results are very significant with a significant fall in the full-time - not satisfied cell.

## 5.7 ATTENDANCE x FIND IT

.1

| | Full-time | Part-time | Total |
|---|---|---|---|
| Find it | 1,445 (83%) | 192 (86%) | 1,637 (84%) |
| Not find it | 291 (17%) | 30 (14%) | 321 (16%) |
| Total | 1,736 | 222 | 1,958 |

.2 This table is not significant (Chi-squared = 1.52).

.3 Compared with last year the full-time column is very significant. The Full-time - not find it cell shows a significant fall.

## 5.8 SATISFACTION x FIND IT

| .1 | Satisfied | Not satisfied | Total |
|---|---|---|---|
| Find it | 1,595 (93%) | 42 (17%) | 1,637 (84%) |
| Not find it | 113 ( 7%) | 208 (83%) | 321 (16%) |
| Total | 1,708 | 250 | 1,958 |

.2 As one would expect the difference is highly significant (Chi-squared = 933.18!)

.3 There is significantly no difference in either column compared with last year.

5.9 LIBRARY x FIND IT

| .1 | BS | N | ST | CH | TOTAL |
|---|---|---|---|---|---|
| Find it | 796 (84%) | 409 (90%) | 218 (78%) | 214 (78%) | 1,637 (84%) |
| Not find it | 152 (16%) | 44 (10%) | 63 (22%) | 62 (22%) | 321 (16%) |
| Total | 948 | 453 | 281 | 276 | 1,958 |

.2 This table and Table 5.10 are again complementary. It is significant at the 1% level (Chi-squared = 29.7). The interesting cells here are ST and CH which have a higher level of not finding material and N which has a lower one.

.3 Compared with last year all libraries have significantly improved the likelihood of finding material. ST has very significantly improved its position.

5.10 LIBRARY x SATISFACTION

| .1 | BS | N | ST | CH | TOTAL |
|---|---|---|---|---|---|
| Satisfied | 805 (85%) | 429 (95%) | 240 (85%) | 234 (85%) | 1,708 (8 |
| Not satisfied | 143 (15%) | 24 ( 5%) | 41 (15%) | 42 (15%) | 250 (1 |
| Total | 948 | 453 | 281 | 276 | 1,958 |

.2 This table is significant at the 1% level (Chi- squared = 29.59). As with table 5.9 N is low on dissatisfaction. BS, on the other hand, is higher on dissatisfaction than is to be expected.

.3 Compared with last year N, ST & CH show very significant rises in satisfaction, whilst BS shows some rise but only between the 10% and 5% significance level.

## 5.11 LIBRARY x DEPARTMENT

| .1 | BS | N | ST | CH |
|---|---|---|---|---|
| | N = 954 | N = 457 | N = 288 | N = 280 |
| A | 37 | 0 | 0 | 0 |
| B | 10 | 0 | <1 | <1 |
| C | 1 | 0 | 0 | <1 |
| D | 17 | <1 | 0 | 0 |
| E | 3 | 0 | 0 | 0 |
| F | 5 | <1 | 0 | 0 |
| X | 3 | 0 | <1 | 0 |
| Y | 19 | 0 | 1 | 0 |
| G | 0 | 0 | 20 | 0 |
| H | 0 | 0 | 8 | 0 |
| I | 0 | <1 | 31 | 0 |
| J | 0 | <1 | 17 | <1 |
| K | 0 | 0 | <1 | 26 |
| L | 0 | 0 | 10 | <1 |
| M | <1 | 0 | 1 | 35 |
| N | <1 | 0 | 0 | 0 |
| Z | 0 | 0 | 8 | 7 |
| P | 1 | 97 | 1 | <1 |
| Q | 0 | 0 | 0 | 15 |
| R | 0 | 0 | 0 | 13 |
| S | <1 | 0 | 0 | 0 |
| T | 1 | 2 | <1 | 0 |
| U | 3 | <1 | 1 | 2 |
| TOTAL | 100 | 99 | 98 | 98 |

.2 This table is significant at the 1% level (Chi-squared = 5,392:) which is only to be expected. One would expect very little cross use of libraries by departments other than those they immediately serve.

.3 Recasting this table slightly so that the departments are grouped by schools we obtain the following percentage table:

| .1 | BS | N | ST | CH |
|---|---|---|---|---|
| BS Departments | 95 | 1 | 2 | 1 |
| N " | 1 | 97 | 1 | 1 |
| ST " | <1 | 1 | 94 | <1 |
| CH " | <1 | 0 | 1 | 96 |
| Other " | 4 | 2 | 2 | 2 |

.4 If we again condense this table so that use of the various libraries is divided into its 'own' departments and 'other' departments we find there is no significant difference between libraries (Chi-squared = 3.98 when Chi-squared at even the 5% level is 7.8 for 3 degrees of freedom).

## 5.12 STATUS x ATTENDANCE

.1

| | Academic staff | Post-graduates | Other staff | Students | Total |
|---|---|---|---|---|---|
| Full-time | 270 (94%) | 56 (80%) | 36 (95%) | 1,394 (88%) | 1,756 (89%) |
| Part-time | 16 ( 6%) | 14 (20%) | 2 ( 5%) | 191 (12%) | 223 (11%) |
| Total | 286 | 70 | 38 | 1,585 | 1,979 |

.2 As one would expect this table is significant at the 1% level (Chi-squared = 16.89). The number of part-time academic staff is lower and the number of part-time postgraduates is higher than would be expected.

.3 There is no significant difference in any column between this year's and last year's results.

## 5.13 ATTENDANCE x REASON

| .1 | Full-time | Part-time | Total |
|---|---|---|---|
| a | 539 (31%) | 71 (32%) | 610 (31%) |
| b | 152 ( 9%) | 25 (11%) | 177 ( 9%) |
| c | 151 ( 9%) | 32 (14%) | 183 ( 9%) |
| d | 60 ( 3%) | 1 (<1%) | 61 ( 3%) |
| e | 56 ( 3%) | 5 ( 2%) | 61 ( 3%) |
| f | 19 ( 1%) | 0 ( 0%) | 19 ( 1%) |
| g | 72 ( 4%) | 4 ( 2%) | 76 ( 4%) |
| h | 84 ( 5%) | 16 ( 7%) | 100 ( 5%) |
| i | 384 (22%) | 36 (16%) | 420 (21%) |
| j | 41 ( 2%) | 2 ( 1%) | 43 ( 2%) |
| k | 80 ( 5%) | 9 ( 4%) | 89 ( 4%) |
| l | 118 ( 7%) | 22 (10%) | 140 ( 7%) |
| Total | 1,756 | 223 | 1,979 |

.2 Chi-squared = 30.05 so that there is a significant difference (at the 1% level) in the reasons that full and part-time users come to the library. More part-time users come to the library to borrow material for further reading and for multiple reasons, whilst less come to do research for term papers.

.3 There is a very significant difference between this year's and last year's results. In particular, far fewer full-time users came to the library to do research for a term paper this year than could have been expected.

5.14 STATUS x REASON (%)

| .1 | Academic staff | Post-graduate | Other staff | Students | Total |
|---|---|---|---|---|---|
| | N = 286 | N = 70 | N = 38 | N = 1,585 | N = 1,979 |
| a | 22 | 21 | 3 | 33 | 31 |
| b | 12 | 14 | 5 | 8 | 9 |
| c | 13 | 16 | 11 | 8 | 9 |
| d | 1 | 1 | 0 | 4 | 3 |
| e | 4 | 6 | 5 | 3 | 3 |
| f | 5 | 0 | 0 | <1 | 1 |
| g | 12 | 4 | 18 | 2 | 4 |
| h | 8 | 7 | 11 | 4 | 5 |
| i | 1 | 13 | 3 | 26 | 21 |
| j | 7 | 1 | 16 | 1 | 2 |
| k | 9 | 6 | 16 | 3 | 4 |
| l | 6 | 10 | 13 | 7 | 7 |
| Total | 100 | 99 | 101 | 99 | 99 |

.2 This table is very significant at the 1% level (Chi-squared = 374.79) and the significant elements are:

More academic staff do research for publishable books or papers (f)

More academic staff and other staff get material photocopied (g)

Fewer academic staff work with their own books (i)

More academic staff and other staff seek information from library staff (j)

.3 The difference between this year's results and those of last year are very significant. The main factors being: more other staff using the photocopier this year, more other staff seeking information from library staff, and fewer students doing research for term papers.

## 5.15 LIBRARY x STATUS (%)

| .1 | BS | N | ST | CH | Total |
|---|---|---|---|---|---|
| | N = 954 | N = 457 | N = 288 | N = 280 | N = 1,979 |
| Academic staff | 4 | 29 | 18 | 23 | 14 |
| Postgraduate | 3 | <1 | 9 | 4 | 4 |
| Other staff | 1 | 2 | 2 | 2 | 2 |
| Student | 91 | 68 | 71 | 71 | 80 |
| Total | 99 | 99 | 100 | 100 | 100 |

.2 This table is highly significant at the 1% level (Chi-squared = 229.48) and the most significant elements are:

Fewer academic staff use BS

More academic staff use N

More postgraduates use ST

.3 There is a significant difference between the results obtained this year and those obtained last year. The major factor is that fewer academic staff used the B.S. Library this year than last.

5.16 LIBRARY x ATTENDANCE

| .1 | BS | N | ST | CH | Total |
|---|---|---|---|---|---|
| Full-time | 884 (93%) | 392 (86%) | 258 (90%) | 222 (79%) | 1,756 (89%) |
| Part-time | 70 ( 7%) | 65 (14%) | 30 (10%) | 58 (21%) | 223 (11%) |
| Total | 954 | 457 | 288 | 280 | 1,979 |

.2 Significant at the 1% level (Chi-squared = 43.93). This table is interesting in that it seems to show that the part-time students and staff at BS use the library less than could be be expected, whilst at CH they use it more.

.3 There is a highly significant difference between this year's and last year's results. In particular there is less use by part-timers at B.S. and more use by part-timers at N this year than we would have expected.

5.17 LIBRARY x REASON (%)

| .1 | BS | N | ST | CH | Total |
|---|---|---|---|---|---|
| | N = 954 | N = 457 | N = 288 | N = 280 | N = 1,979 |
| a | 34 | 30 | 24 | 28 | 31 |
| b | 5 | 20 | 7 | 6 | 9 |
| c | 4 | 12 | 17 | 14 | 9 |
| d | 4 | 1 | 2 | 4 | 3 |
| e | 3 | 2 | 5 | 5 | 3 |
| f | 1 | <1 | 2 | 1 | 1 |
| g | 2 | 5 | 5 | 7 | 4 |
| h | 3 | 7 | 7 | 8 | 5 |
| i | 34 | 6 | 14 | 8 | 21 |
| j | 1 | 4 | 3 | 4 | 2 |
| k | 4 | 5 | 3 | 6 | 4 |
| l | 5 | 7 | 10 | 10 | 7 |

.2 This table is highly significant at the 1% level (Chi-squared = 421) and shows that there are real differences between the libraries.

The major factors are:

High use at N of material not connected with course (b)

Low use at BS for borrowing library material for further reading (c)

High use at ST for borrowing library material for further reading (c)

High use at BS for working with own books (i)

Low use at N for working with own books (i)

Low use at CH for working with own books (i)

.3 There is a very significant difference between last year's and this year's results. The factor is more use of the photocopier at CH this year.

| .1 | a | b | c | d | e | f | g | h | i | j | k | l | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Find it | 457 (76%) | 159 (91%) | 130 (73%) | 33 (54%) | 50 (82%) | 15 (79%) | 72 (95%) | 98 (98%) | 403 (96%) | 39 (93%) | 71 (83%) | 110 (79%) | 1,637 (84%) |
| Not find it | 145 (24%) | 15 ( 9%) | 48 (27%) | 28 (46%) | 11 (18%) | 4 (21%) | 4 ( 5%) | 2 ( 2%) | 17 ( 4%) | 3 ( 7%) | 15 (17%) | 29 (21%) | 321 (16%) |
| Total | 602 | 174 | 178 | 61 | 61 | 19 | 76 | 100 | 420 | 42 | 86 | 139 | 1,958 |

.2 Significant at the 1% level (Chi-squared = 160.76). This table, not suprisingly, shows that people coming to work with their own books are much less likely not to be able to find what they want (i). However, it also shows that they are more likely not to find material required for course reading (a) or to be able to do research for a term paper (d).

.3 The figures obtained this year are significantly different from last year's. The main factors influencing this are: fewer people than we would have expected from last year's results did not find what they wanted when seeking information from the library staff; fewer people did not find material required for course and fewer people could not find material not connected with course.

| .1 | a | b | c | d | e | f | g | h | i | j | k | l | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Satisfied | 494 (82%) | 163 (94%) | 148 (83%) | 42 (69%) | 55 (90%) | 16 (84%) | 71 (93%) | 96 (96%) | 390 (93%) | 39 (93%) | 74 (86%) | 120 (86%) | 1,708 (87%) |
| Not satisfied | 108 (18%) | 11 ( 6%) | 30 (17%) | 19 (31%) | 6 (10%) | 3 (16%) | 5 ( 7%) | 4 ( 4%) | 30 ( 7%) | 3 ( 7%) | 12 (14%) | 19 (14%) | 250 (13%) |
| Total | 602 | 174 | 178 | 61 | 61 | 19 | 76 | 100 | 420 | 42 | 86 | 139 | 1,958 |

.2 Significant at the 1% level (Chi-squared = 65.6). This table again shows a similiar pattern to Table 5.18 i.e. less likelihood of being dissatisfied if working with own books and more likelihood of being dissatisfied if looking for course material or doing research for a term paper.

.3 There is a significant difference between this year's and last year's results. In particular fewer people were dissatisfied when coming to find and read material required for courses.

| .1 | A | B | C | D | E | F | X | Y | G | H | I | J | K | L | M | N | Z | P | Q | R | S | T | U | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Academic staff | 1 | 7 | 11 | 8 | 0 | 11 | 33 | 1 | 19 | 33 | 10 | 31 | 28 | 16 | 34 | 0 | 0 | 29 | 19 | 6 | 0 | 0 | 3 | 14 |
| Postgraduates | 0 | 2 | 0 | 7 | 43 | 7 | 3 | 1 | 26 | 8 | 2 | 8 | 9 | 6 | 5 | 0 | 0 | <1 | 0 | 0 | 0 | 0 | 0 | 4 |
| Other staff | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 4 | 0 | 0 | 3 | 0 | 1 | 0 | 0 | 1 | 2 | 3 | 100 | 100 | 5 | 2 |
| Students | 99 | 91 | 89 | 86 | 57 | 82 | 63 | 98 | 46 | 54 | 88 | 61 | 59 | 77 | 60 | 100 | 100 | 70 | 79 | 92 | 0 | 0 | 92 | 80 |
| N = | 354 | 95 | 9 | 166 | 30 | 45 | 30 | 185 | 57 | 24 | 91 | 51 | 74 | 31 | 103 | 1 | 43 | 452 | 42 | 36 | 1 | 20 | 39 | 1,979 |

.2 Not surprisingly in view of the known distribution of user types among departments this table is highly significant (Chi-squared = 1669.631). Even if we remove postgraduates and other staff from the analysis there is a very significant variation in the use by staff and students. In particular there is less use by Accountancy and Taxation (A) academic staff and Modular Degree and general Business Studies (Y) staff; there is more use by Psychology (M) academic staff and by Navigation (P) academic staff.

| .1 | A | B | C | D | E | F | X | Y | G | H | I | J | K | L | M | N | Z | P | Q | R | S | T | U | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Find it | 87 | 88 | 88 | 86 | 93 | 73 | 83 | 76 | 76 | 87 | 74 | 90 | 83 | 69 | 72 | 0 | 64 | 89 | 93 | 80 | 100 | 95 | 82 | 84 |
| Not find it | 13 | 12 | 12 | 14 | 7 | 27 | 17 | 24 | 24 | 13 | 26 | 10 | 17 | 31 | 28 | 100 | 36 | 11 | 7 | 20 | 0 | 5 | 18 | 16 |
| N = | 352 | 94 | 8 | 164 | 30 | 45 | 30 | 185 | 55 | 23 | 91 | 51 | 72 | 29 | 102 | 1 | 42 | 447 | 42 | 35 | 1 | 20 | 39 | 1,958 |

.2 Chi-squared value for this table is 77.57, so it is significant at the 1% level. In particular, Psychology (M) and Modular Degree and general Science Studies (Z) are more likely not to find what they want and Navigation (P) users are less likely not to find the material they are looking for.

5.22 STATUS x FIND IT

| .1 | Academic staff | Post-graduates | Other staff | Students | Total |
|---|---|---|---|---|---|
| Find it | 249 (89%) | 57 (83%) | 36 (95%) | 1,295 (82%) | 1,637 |
| Not find it | 31 (11%) | 12 (17%) | 2 ( 5%) | 276 (18%) | 321 |
| Total | 280 | 69 | 38 | 1,571 | 1,958 |

For comments see 5.23

5.23 FIND IT x STATUS

| .1 | Find it | Not find it | Total |
|---|---|---|---|
| Academic staff | 249 (15%) | 31 (10%) | 280 (14%) |
| Postgraduates | 57 ( 3%) | 12 ( 4%) | 69 ( 4%) |
| Other staff | 36 ( 2%) | 2 ( 1%) | 38 ( 2%) |
| Students | 1,295 (79%) | 276 (86%) | 1,571 (80%) |
| Total | 1,637 | 321 | 1,958 |

.2 Significant at the 5% level (Chi-squared = 10.85). The only possibly significant element is that academic staff are less likely not to find the items they require.

.3 There is a significant difference between the results of this year and last. In particular more other staff (and fewer postgraduates) found what they wanted than we would have expected.

| .1 | A | B | C | D | E | F | X | Y | G | H | I | J | K | L | M | N | Z | P | Q | R | S | T | U | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Satisfied | 84 | 90 | 100 | 89 | 87 | 80 | 93 | 79 | 85 | 87 | 86 | 94 | 88 | 76 | 82 | 0 | 69 | 94 | 98 | 89 | 100 | 90 | 87 | 87 |
| Not satisfied | 16 | 10 | 0 | 11 | 13 | 20 | 7 | 21 | 15 | 13 | 14 | 6 | 13 | 24 | 18 | 100 | 31 | 6 | 2 | 11 | 0 | 10 | 13 | 13 |
| N = | 352 | 94 | 8 | 164 | 30 | 45 | 30 | 185 | 55 | 23 | 91 | 51 | 72 | 29 | 102 | 1 | 42 | 447 | 42 | 35 | 1 | 20 | 39 | 1,958 |

.2 This table is significant at the 1% level (Chi-squared = 68.72). It shows that 2 departments: Modular Degree and general Business Studies (Y), Modular Degree and general Science Studies (Z) are more likely not to be satisfied. On the other hand it shows that Navigation (P) are less likely not to be satisfied.

5.25 STATUS x SATSIFACTION

| .1 | Academic staff | Post-graduates | Other staff | Students | Total |
|---|---|---|---|---|---|
| Satisfied | 262 (94%) | 59 (86%) | 36 (95%) | 1,351 (86%) | 1,708 (87%) |
| Not satisfied | 18 ( 6%) | 10 (14%) | 2 ( 5%) | 220 (14%) | 250 (13%) |
| Total | 280 | 69 | 38 | 1,571 | 1,958 |

.2 Significant at the 1% level (Chi-squared = 14.36). The important element here is that academic staff are less likely to be dissatisfied.

.3 There is a significant difference between this year's and last year's results. Of very high significance is that fewer students were dissatisfied than we would have expected.

.1

| | A | B | C | D | E | F | X | Y | G | H | I | J | K | L | M | N | Z | P | Q | R | S | T | U | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| N = | 354 | 95 | 9 | 166 | 30 | 45 | 30 | 185 | 57 | 24 | 91 | 51 | 74 | 31 | 103 | 1 | 43 | 452 | 42 | 36 | 1 | 20 | 39 | 1,979 |
| a | 29 | 28 | 22 | 47 | 20 | 38 | 17 | 42 | 21 | 25 | 36 | 4 | 32 | 42 | 21 | 0 | 30 | 31 | 29 | 22 | 0 | 0 | 31 | 31 |
| b | 5 | 8 | 11 | 0 | 23 | 7 | 0 | 4 | 5 | 17 | 7 | 4 | 9 | 16 | 2 | 0 | 5 | 20 | 10 | 6 | 0 | 5 | 10 | 9 |
| c | 1 | 6 | 33 | 4 | 3 | 7 | 17 | 4 | 23 | 13 | 14 | 27 | 12 | 6 | 14 | 0 | 16 | 13 | 19 | 11 | 0 | 5 | 5 | 9 |
| d | 2 | 7 | 0 | 5 | 0 | 7 | 13 | 4 | 2 | 4 | 2 | 2 | 1 | 3 | 8 | 0 | 0 | 2 | 0 | 3 | 0 | 0 | 0 | 3 |
| e | 1 | 3 | 0 | 9 | 0 | 0 | 13 | 1 | 5 | 4 | 5 | 4 | 7 | 3 | 4 | 0 | 0 | 2 | 0 | 11 | 0 | 0 | 0 | 3 |
| f | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 4 | 2 | 8 | 4 | 0 | 0 | 0 | 0 | <1 | 0 | 0 | 0 | 0 | 0 | 1 |
| g | 1 | 0 | 0 | 2 | 0 | 2 | 0 | 2 | 12 | 4 | 3 | 4 | 8 | 3 | 12 | 0 | 0 | 5 | 5 | 6 | 0 | 30 | 3 | 4 |
| h | 2 | 5 | 0 | 2 | 3 | 2 | 7 | 2 | 11 | 8 | 5 | 8 | 5 | 3 | 8 | 0 | 12 | 7 | 12 | 6 | 0 | 10 | 5 | 5 |
| i | 53 | 28 | 0 | 20 | 43 | 20 | 0 | 29 | 4 | 4 | 16 | 24 | 7 | 10 | 7 | 0 | 16 | 6 | 2 | 19 | 100 | 0 | 21 | 21 |
| j | <1 | 1 | 0 | 1 | 0 | 0 | 3 | 1 | 4 | 0 | 0 | 4 | 1 | 3 | 8 | 0 | 0 | 3 | 2 | 3 | 0 | 20 | 8 | 2 |
| k | 3 | 4 | 0 | 2 | 0 | 7 | 17 | 5 | 5 | 0 | 3 | 4 | 3 | 0 | 9 | 0 | 2 | 4 | 7 | 8 | 0 | 20 | 5 | 4 |
| l | 3 | 7 | 33 | 5 | 7 | 11 | 13 | 5 | 9 | 17 | 4 | 8 | 9 | 10 | 9 | 100 | 19 | 7 | 14 | 6 | 0 | 10 | 13 | 7 |

.2 Due to the very large number of expected values ≤5 and our reluctance to merge reasons, we are not quoting a Chi-squared value for this table. It seems probable, however, that the differences are significant and that the major factors are:

Navigation (P) more likely to use or read material not connected with course (b)
Accountancy and Taxation (A) less likely to borrow library material for further reading (c)
Mathematics and Statistics (J) more " " " " " " "
Law (D) more likely to do research for graduate exams or thesis (e)
Library staff (T) more likely to get material photocopied (g)
Accountancy and Taxation (A) more likely to work with own books (i)
Navigation (P) less likely to work with own books (i)

| .1 | 1.1 | 1.2 | 1.3 | 2.1 | 2.2 | 2.3 | 3.1 | 3.2 | 3.3 | 4.1 | 4.2 | 4.3 | 5.1 | 5.2 | 5.3 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| BS | 126 | 111 | 61 | 81 | 78 | 29 | 62 | 43 | 28 | 92 | 81 | 24 | 76 | 43 | 19 | 954 |
| N | 50 | 53 | 16 | 29 | 61 | 15 | 33 | 33 | 17 | 33 | 24 | 15 | 39 | 39 | - | 457 |
| ST | 25 | 34 | 10 | 32 | 32 | 16 | 20 | 16 | 17 | 26 | 20 | 6 | 10 | 16 | 8 | 288 |
| CH | 43 | 23 | 4 | 12 | 23 | 11 | 21 | 37 | 12 | 17 | 13 | 12 | 13 | 39 | - | 280 |
| Total | 244 | 221 | 91 | 154 | 194 | 71 | 136 | 129 | 74 | 168 | 138 | 57 | 138 | 137 | 27 | 1,979 |
| % | 44 | 40 | 16 | 37 | 46 | 17 | 40 | 38 | 22 | 46 | 38 | 16 | 46 | 45 | 9 | |

.2 This table presents the raw data only this time as we were not certain of the best way to present percentages. The percentage figures along the bottom represent % use within each day. Statistically significant at the 1% level (excluding Friday evening). The major variations are more at CH on Thursday afternoon and Wednesday afternoon and less on Monday evening; less at BS on Friday afternoon and Wednesday afternoon and more on Monday evening.

.3 This table is significantly different from last year's. The main factors of this year's results are that more people use CH on Monday morning and Wednesday afternoon, more people use N on Tuesday afternoon, and Thursday evening and more people use ST on Friday evening than we would have expected.

.4 Use by day is also significantly different from last year. In particular there is slightly more use on Monday and less use on Tuesday.

| .1 | 1.1 | 1.2 | 1.3 | 2.1 | 2.2 | 2.3 | 3.1 | 3.2 | 3.3 | 4.1 | 4.2 | 4.3 | 5.1 | 5.2 | 5.3 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Full-time | 223 (91%) | 207 (94%) | 74 (81%) | 146 (95%) | 172 (89%) | 55 (77%) | 121 (89%) | 111 (86%) | 52 (70%) | 155 (92%) | 123 (89%) | 37 (65%) | 131 (95%) | 129 (94%) | 20 (74%) | 1,756 (89%) |
| Part-time | 21 ( 9%) | 14 ( 6%) | 17 (19%) | 8 ( 5%) | 22 (11%) | 16 (23%) | 15 (11%) | 18 (14%) | 22 (30%) | 13 ( 8%) | 15 (11%) | 20 (35%) | 7 ( 5%) | 8 ( 6%) | 7 (26%) | 223 (11%) |
| Total | 244 | 221 | 91 | 154 | 194 | 71 | 136 | 129 | 74 | 168 | 138 | 57 | 138 | 137 | 27 | 1,979 |

.2 This table is significant at the 1% level. The significant elements are more part-time users on Tuesday, Wednesday and Thursday evenings. This is to be expected since most part-time courses take place during the evening.

.3 There is a significant difference between this year's and last year's results. The two really significant factors being more part-time users on Wednesday and Thursday mornings.

5.29 TIME OF DAY x ATTENDANCE

| .1 | Morning | Afternoon | Evening | Total |
|---|---|---|---|---|
| Full-time | 776 (92%) | 742 (91%) | 238 (74%) | 1,756 (89%) |
| Part-time | 64 ( 8%) | 77 ( 9%) | 82 (26%) | 223 (11%) |
| Total | 840 | 819 | 320 | 1,979 |

.2 This table is highly significant at the 1% level (Chi-squared = 80), and, as with Table 5.28 reflects the obvious higher use in the evening by part-time staff and students.

.3 Compared with last year, there are significant (Chi-squared = 5.9) changes in the attendence in the afternoon. We seem to have a lower proportion of part-time students.

The distribution between morning, afternoon and evening has changed very significantly with considerably more users coming in the morning than would be expected.

5.30 DAY x ATTENDANCE

| .1 | Mon. | Tues. | Wed. | Thur. | Fri. | Total |
|---|---|---|---|---|---|---|
| Full-time | 504 (91%) | 373 (89%) | 284 (84%) | 315 (87%) | 280 (93%) | 1,756 (89%) |
| Part-time | 52 ( 9%) | 46 (11%) | 55 (16%) | 48 (13%) | 22 ( 7%) | 223 (11%) |
| Total | 556 | 419 | 339 | 363 | 302 | 1,979 |

.2 This table is significant at the 1% level (Chi-squared = 16.58) and represents a greater use of the libraries by part-time users on Wednesday and a lesser one on Friday.

.3 Within each day there has been relatively little movement compared with last year. There is however a significant rise in the numbers of part-time users on Thursday. The distribution between days has changed very significantly with fewer users appearing on Tuesday and more on Monday.

| .1 | 1.1 | 1.2 | 1.3 | 2.1 | 2.2 | 2.3 | 3.1 | 3.2 | 3.3 | 4.1 | 4.2 | 4.3 | 5.1 | 5.2 | 5.3 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Find it | 200 (85%) | 185 (84%) | 69 (77%) | 131 (85%) | 161 (84%) | 56 (79%) | 121 (89%) | 105 (82%) | 62 (84%) | 147 (89%) | 111 (81%) | 44 (80%) | 112 (81%) | 109 (80%) | 24 (92%) | 1,637 (84%) |
| Not find it | 36 (15%) | 35 (16%) | 21 (23%) | 23 (15%) | 30 (16%) | 15 (21%) | 15 (11%) | 23 (18%) | 12 (16%) | 19 (11%) | 26 (19%) | 11 (20%) | 26 (19%) | 27 (20%) | 2 ( 8%) | 321 (16%) |
| Total | 236 | 220 | 90 | 154 | 191 | 71 | 136 | 128 | 74 | 166 | 137 | 55 | 138 | 136 | 26 | 1,958 |

.2 There are no significant differences between time periods.

.3 Compared with last year, however, the following time periods show significant variation: 1.2 (not find it lower), 2.2 (not find it lower), 4.1 (not find it lower).

The distribution between time periods has changed very significantly with 2.3 (lower), 4.1 (higher) and 2.2 (lower) showing most variation.

5.32 TIME OF DAY x FIND IT

| .1 | Morning | Afternoon | Evening | Total |
|---|---|---|---|---|
| Find it | 771 (86%) | 671 (83%) | 255 (81%) | 1,637 (84%) |
| Not find it | 119 (14%) | 141 (17%) | 61 (19%) | 321 (16%) |
| Total | 830 | 812 | 316 | 1,958 |

.2 This table is not significant (Chi-squared = 5.07).

.3 Compared with last year, however we find that both morning and afternoon have differed significantly with falls in not find it accounting for most of the significance.

The pattern between times of day has also altered with a significant rise for morning and significant falls in afternoon and evening.

5.33 DAY x FIND IT

| .1 | Mon. | Tues. | Wed. | Thur. | Fri. | Total |
|---|---|---|---|---|---|---|
| Find it | 454 (83%) | 348 (84%) | 288 (85%) | 302 (84%) | 245 (82%) | 1,637 (84%) |
| Not find it | 92 (17%) | 68 (16%) | 50 (15%) | 56 (16%) | 55 (18%) | 321 (16%) |
| Total | 546 | 416 | 338 | 358 | 300 | 1,958 |

.2 This table is not significant (Chi-squared = 1.69).

.3 Compared with last year Monday, Tuesday and Thursday all show significant changes with fewer not find it.

There has also been a significant shift between days with a fall on Tuesday and a rise on Monday accounting for most variation.

| | 1.1 | 1.2 | 1.3 | 2.1 | 2.2 | 2.3 | 3.1 | 3.2 | 3.3 | 4.1 | 4.2 | 4.3 | 5.1 | 5.2 | 5.3 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Academic staff | 42 (17%) | 31 (14%) | 4 ( 4%) | 16 (10%) | 19 (10%) | 3 ( 4%) | 27 (20%) | 23 (18%) | 7 ( 9%) | 35 (21%) | 30 (22%) | 3 ( 5%) | 19 (14%) | 26 (19%) | 1 ( 4%) | 286 (14%) |
| Postgraduates | 12 ( 5%) | 4 ( 2%) | 3 ( 3%) | 3 ( 2%) | 1 ( 1%) | 7 (10%) | 10 ( 7%) | 4 ( 3%) | 1 ( 1%) | 6 ( 4%) | 5 ( 4%) | 3 ( 5%) | 7 ( 5%) | 3 ( 2%) | 1 ( 4%) | 70 ( 4%) |
| Other staff | 6 ( 2%) | 3 ( 1%) | 1 ( 1%) | 4 ( 3%) | 4 ( 2%) | 3 ( 4%) | 4 ( 3%) | 3 ( 2%) | 1 ( 1%) | 4 ( 2%) | 3 ( 2%) | 0 ( 0%) | 1 ( 1%) | 1 ( 1%) | 0 ( 0%) | 38 ( 2%) |
| Students | 184 (75%) | 183 (83%) | 83 (91%) | 131 (85%) | 170 (88%) | 58 (82%) | 95 (70%) | 99 (77%) | 65 (88%) | 123 (73%) | 100 (72%) | 51 (89%) | 111 (80%) | 107 (78%) | 25 (93%) | 1,585 (80%) |
| Total | 244 | 221 | 91 | 154 | 194 | 71 | 136 | 129 | 74 | 168 | 138 | 57 | 138 | 137 | 27 | 1,979 |

## 5.35 TIME OF DAY x STATUS

| .1 | Morning | Afternoon | Evening | Total |
|---|---|---|---|---|
| Academic staff | 139 (17%) | 129 (16%) | 18 ( 6%) | 286 (14%) |
| Postgraduates | 38 ( 5%) | 17 ( 2%) | 15 ( 5%) | 70 ( 4%) |
| Other staff | 19 ( 2%) | 14 ( 2%) | 5 ( 2%) | 38 ( 2%) |
| Students | 644 (77%) | 659 (80%) | 282 (88%) | 1,585 (80%) |
| Total | 840 | 819 | 320 | 1,979 |

.2 Significant at the 1% level (Chi-squared = 33.95). This table shows an expected lower use by academic staff in the evening.

.3 Compared with last year, the only significant difference is in the afternoon where there are fewer postgraduate students than expected.

5.36 DAY x STATUS

| .1 | Mon. | Tues. | Wed. | Thur. | Fri. | Total |
|---|---|---|---|---|---|---|
| Academic staff | 77 (14%) | 38 ( 9%) | 57 (17%) | 68 (19%) | 46 (15%) | 286 (14%) |
| Postgraduates | 19 ( 3%) | 11 ( 3%) | 15 ( 4%) | 14 ( 4%) | 11 ( 4%) | 70 ( 4%) |
| Other staff | 10 ( 2%) | 11 ( 3%) | 8 ( 2%) | 7 ( 2%) | 2 ( 1%) | 38 ( 2%) |
| Students | 450 (81%) | 359 (86%) | 259 (76%) | 274 (75%) | 243 (80%) | 1,585 (80%) |
| Total | 556 | 419 | 339 | 363 | 302 | 1,979 |

.2 Significant at the 5% level only (Chi-squared = 23.64). As with last year the main factor here is less use by academic staff on Tuesday. In view of the consistency this probably (although we have not followed this up) represents a variation in teaching patterns. Unfortunately we can envisage two diametrically opposed hypotheses which would lead to this result.

.3 Compared with last year there has been a significant change in Monday's results with more other and less academic staff than expected.

| .1 | 1.1 | 1.2 | 1.3 | 2.1 | 2.2 | 2.3 | 3.1 | 3.2 | 3.3 | 4.1 | 4.2 | 4.3 | 5.1 | 5.2 | 5.3 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| a | 61 | 73 | 45 | 31 | 62 | 23 | 36 | 51 | 23 | 39 | 42 | 27 | 37 | 49 | 11 | 610 |
| b | 25 | 20 | 6 | 13 | 23 | 1 | 11 | 13 | 4 | 15 | 7 | 6 | 15 | 17 | 1 | 177 |
| c | 16 | 22 | 5 | 12 | 20 | 8 | 14 | 15 | 7 | 17 | 15 | 5 | 12 | 15 | 0 | 183 |
| d | 8 | 7 | 4 | 5 | 6 | 5 | 2 | 4 | 3 | 5 | 4 | 2 | 2 | 3 | 1 | 61 |
| e | 5 | 7 | 5 | 2 | 2 | 3 | 4 | 5 | 3 | 4 | 6 | 1 | 8 | 5 | 1 | 61 |
| f | 0 | 5 | 1 | 1 | 3 | 0 | 1 | 1 | 2 | 2 | 2 | 0 | 1 | 0 | 0 | 19 |
| g | 13 | 4 | 1 | 6 | 7 | 1 | 8 | 4 | 1 | 8 | 7 | 0 | 10 | 6 | 0 | 76 |
| h | 21 | 10 | 4 | 14 | 11 | 2 | 4 | 5 | 1 | 9 | 6 | 0 | 6 | 6 | 1 | 100 |
| i | 64 | 52 | 11 | 50 | 31 | 15 | 33 | 11 | 23 | 48 | 29 | 3 | 27 | 16 | 7 | 420 |
| j | 5 | 4 | 1 | 1 | 5 | 1 | 8 | 1 | 2 | 5 | 5 | 0 | 3 | 2 | 0 | 43 |
| k | 11 | 8 | 2 | 12 | 8 | 3 | 6 | 5 | 1 | 8 | 8 | 3 | 8 | 6 | 0 | 89 |
| l | 15 | 9 | 6 | 7 | 16 | 9 | 9 | 14 | 4 | 8 | 7 | 10 | 9 | 12 | 5 | 140 |
| Total | 244 | 221 | 91 | 154 | 194 | 71 | 136 | 129 | 74 | 168 | 138 | 57 | 138 | 137 | 27 | 1,979 |

5.38 TIME OF DAY x REASON

| .1 | Morning | Afternoon | Evening | Total |
|---|---|---|---|---|
| a | 204 (24%) | 277 (34%) | 129 (40%) | 610 (31%) |
| b | 79 ( 9%) | 80 (10%) | 18 ( 6%) | 177 ( 9%) |
| c | 71 ( 8%) | 87 (11%) | 25 ( 8%) | 183 ( 9%) |
| d | 22 ( 3%) | 24 ( 3%) | 15 ( 5%) | 61 ( 3%) |
| e | 23 ( 3%) | 25 ( 3%) | 13 ( 4%) | 61 ( 3%) |
| f | 5 ( 1%) | 11 ( 1%) | 3 ( 1%) | 19 ( 1%) |
| g | 45 ( 5%) | 28 ( 3%) | 3 ( 1%) | 76 ( 4%) |
| h | 54 ( 6%) | 38 ( 5%) | 8 ( 3%) | 100 ( 5%) |
| i | 222 (26%) | 139 (17%) | 59 (18%) | 420 (21%) |
| j | 22 ( 3%) | 17 ( 2%) | 4 ( 1%) | 43 ( 2%) |
| k | 45 ( 5%) | 35 ( 4%) | 9 ( 3%) | 89 ( 4%) |
| l | 48 ( 6%) | 58 ( 7%) | 34 (11%) | 140 ( 7%) |
| Total | 840 | 819 | 320 | 1,979 |

.2 Significant at the 1% level (Chi-squared = 90.47); this is not unexpected as there are significant differences in the reasons for which full and part-time users come to the libraries. (See Table 5.13). The important factors are less use of course materials (a) by morning users, more working with own books (i) by morning users and more use of course material (a) by evening users.

.3 Compared with last year all times of day show very significant changes. The main factors are:

Morning: more photocopying (g), working with own books (i), returning materials to library (h), less term paper research (d).

Afternoon: less term paper research (d), any other reason (k).

Evening: more using material not connected with course (b), less working with own books (i).

5.39 **DAY x REASON**

.1

| | Mon. | Tues. | Wed. | Thur. | Fri. | Total |
|---|---|---|---|---|---|---|
| a | 179 (32%) | 116 (28%) | 110 (32%) | 108 (30%) | 97 (32%) | 610 (31%) |
| b | 51 ( 9%) | 37 ( 9%) | 28 ( 8%) | 28 ( 8%) | 33 (11%) | 177 ( 9%) |
| c | 43 ( 8%) | 40 (10%) | 36 (11%) | 37 (10%) | 27 ( 9%) | 183 ( 9%) |
| d | 19 ( 3%) | 16 ( 4%) | 9 ( 3%) | 11 ( 3%) | 6 ( 2%) | 61 ( 3%) |
| e | 17 ( 3%) | 7 ( 2%) | 12 ( 4%) | 11 ( 3%) | 14 ( 5%) | 61 ( 3%) |
| f | 6 ( 1%) | 4 ( 1%) | 4 ( 1%) | 4 ( 1%) | 1 (<1%) | 19 ( 1%) |
| g | 18 ( 3%) | 14 ( 3%) | 13 ( 4%) | 15 ( 4%) | 16 ( 5%) | 76 ( 4%) |
| h | 35 ( 6%) | 27 ( 6%) | 10 ( 3%) | 15 ( 4%) | 13 ( 4%) | 100 ( 5%) |
| i | 127 (23%) | 96 (23%) | 67 (20%) | 80 (22%) | 50 (17%) | 420 (21%) |
| j | 10 ( 2%) | 7 ( 2%) | 11 ( 3%) | 10 ( 3%) | 5 ( 2%) | 43 ( 2%) |
| k | 21 ( 4%) | 23 ( 5%) | 12 ( 4%) | 19 ( 5%) | 14 ( 5%) | 89 ( 4%) |
| l | 30 ( 5%) | 32 ( 8%) | 27 ( 8%) | 25 ( 7%) | 26 ( 9%) | 140 ( 7%) |
| Total | 556 | 419 | 339 | 363 | 302 | 1,979 |

.2 This table is not significant (Chi-squared = 40.76).

.3 However, the results are significantly different from last year's. Use with own books on Monday is far higher than expected and use of photocopier is higher on Friday.

5.40 TIME PERIOD x SATISFACTION

| .1 | 1.1 | 1.2 | 1.3 | 2.1 | 2.2 | 2.3 | 3.1 | 3.2 | 3.3 | 4.1 | 4.2 | 4.3 | 5.1 | 5.2 | 5.3 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Satisfied | 210 (89%) | 186 (85%) | 74 (82%) | 139 (90%) | 169 (88%) | 59 (83%) | 127 (93%) | 110 (86%) | 66 (89%) | 144 (87%) | 116 (85%) | 47 (85%) | 120 (87%) | 117 (86%) | 24 (92%) | 1,708 (87%) |
| Not satisifed | 26 (11%) | 34 (15%) | 16 (18%) | 15 (10%) | 22 (12%) | 12 (17%) | 9 ( 7%) | 18 (14%) | 8 (11%) | 22 (13%) | 21 (15%) | 8 (15%) | 18 (13%) | 19 (14%) | 2 ( 8%) | 250 (13%) |
| Total | 236 | 220 | 90 | 154 | 191 | 71 | 136 | 128 | 74 | 166 | 137 | 55 | 138 | 136 | 26 | 1,958 |

## 5.41 TIME OF DAY x SATISFACTION

| .1 | Morning | Afternoon | Evening | Total |
|---|---|---|---|---|
| Satisfied | 740 (89%) | 698 (86%) | 270 (85%) | 1,708 (87%) |
| Not satisfied | 90 (11%) | 114 (14%) | 46 (15%) | 250 (13%) |
| Total | 830 | 812 | 316 | 1,958 |

.2 This table is not significant (Chi-squared = 4.85).

.3 Compared with last year, this table (at least for am and pm) reflects the general rise in satisfaction. Both morning and afternoon show very significant changes - with the main factor, in both cases, being a fall in not satisfied users. It is of more interest to note that there has been no change in the evening figures - these being almost exactly what we would expect given fewer evening users this year.

## 5.42 DAY x SATISFACTION

| .1 | Mon. | Tues. | Wed. | Thur. | Fri. | Total |
|---|---|---|---|---|---|---|
| Satisfied | 470 (86%) | 367 (88%) | 303 (90%) | 307 (86%) | 261 (87%) | 1,708 (87%) |
| Not satisifed | 76 (14%) | 49 (12%) | 35 (10%) | 51 (14%) | 39 (13%) | 250 (13%) |
| Total | 546 | 416 | 338 | 358 | 300 | 1,958 |

.2 This table is not significant (Chi-squared = 3.50).

.3 Compared with last year, all days except Friday vary from the expected at least at the 5% level. There are, however, considerable variations between days as follows:

Tuesday (chi-squared = 14.063)

Wednesday (12.865)

Monday (5.056)

Thursday (4.180)

Friday (1.258)

The reason(s) for this is (are) not immediately apparent.

5.43 TIME PERIOD x DEPARTMENT %



| .1 | 1.1 | 1.2 | 1.3 | 2.1 | 2.2 | 2.3 | 3.1 | 3.2 | 3.3 | 4.1 | 4.2 | 4.3 | 5.1 | 5.2 | 5.3 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| N = | 244 | 221 | 91 | 154 | 194 | 71 | 136 | 129 | 74 | 168 | 138 | 57 | 138 | 137 | 27 | 1,979 |
| A | 21 | 15 | 25 | 31 | 9 | 8 | 20 | 11 | 11 | 23 | 21 | 11 | 22 | 10 | 33 | 18 |
| B | 6 | 6 | 4 | 4 | 6 | 4 | 2 | 1 | 7 | 5 | 5 | 4 | 7 | 3 | 4 | 5 |
| C | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 4 | 0 | 1 | 0 | <1 |
| D | 6 | 14 | 19 | 3 | 7 | 17 | 4 | 11 | 8 | 3 | 13 | 9 | 6 | 7 | 11 | 8 |
| E | 2 | 2 | 0 | 2 | 2 | 0 | 1 | 2 | 0 | 4 | 1 | 2 | 1 | 1 | 0 | 2 |
| F | 2 | <1 | 4 | 1 | 1 | 6 | 2 | 1 | 5 | 2 | 4 | 4 | 2 | 0 | 15 | 2 |
| X | 2 | 1 | 0 | 1 | 4 | 0 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 2 | 0 | 2 |
| Y | 9 | 9 | 11 | 8 | 10 | 1 | 13 | 5 | 3 | 14 | 12 | 5 | 14 | 8 | 4 | 9 |
| G | 3 | 3 | 2 | 5 | 2 | 4 | 3 | 2 | 3 | 2 | 7 | 0 | 2 | 1 | 4 | 3 |
| H | 2 | <1 | 1 | 2 | 3 | 3 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 1 |
| I | 3 | 5 | 2 | 6 | 5 | 8 | 1 | 2 | 15 | 5 | 2 | 7 | 2 | 6 | 15 | 5 |
| J | 2 | 3 | 3 | 5 | 3 | 3 | 3 | 2 | 3 | 4 | 2 | 0 | 1 | 1 | 0 | 3 |
| K | 5 | 3 | 1 | 1 | 3 | 3 | 6 | 5 | 3 | 1 | 4 | 5 | 3 | 9 | 0 | 4 |
| L | 0 | 1 | 1 | 1 | 2 | 3 | 4 | 2 | 3 | 2 | 2 | 0 | 1 | 1 | 0 | 2 |
| M | 8 | 3 | 3 | 4 | 3 | 6 | 4 | 9 | 1 | 8 | 4 | 5 | 2 | 10 | 0 | 5 |
| N | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | <1 |
| Z | 1 | 2 | 1 | 3 | 1 | 1 | 5 | 4 | 4 | 0 | 1 | 5 | 1 | 2 | 11 | 2 |
| P | 18 | 24 | 19 | 18 | 31 | 21 | 24 | 27 | 23 | 19 | 15 | 30 | 29 | 28 | 4 | 23 |
| Q | 3 | 2 | 1 | 1 | 1 | 3 | 2 | 4 | 5 | 0 | 1 | 4 | 1 | 5 | 0 | 2 |
| R | <1 | 1 | 0 | 1 | 4 | 3 | 2 | 5 | 3 | 1 | 1 | 2 | 3 | 2 | 0 | 2 |
| S | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | <1 |
| T | 2 | 1 | 1 | 1 | 1 | 1 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 |
| U | 1 | 3 | 0 | 3 | 1 | 3 | 1 | 4 | 3 | 4 | 1 | 4 | 1 | 1 | 0 | 2 |

5.44 TIME OF DAY x DEPARTMENT

| .1 | Morning | Afternoon | Evening | Total |
|---|---|---|---|---|
| A | 195 (23%) | 107 (13%) | 52 (16%) | 354 (18%) |
| B | 42 ( 5%) | 38 ( 5%) | 15 ( 5%) | 95 ( 5%) |
| C | 4 (<1%) | 3 (<1%) | 2 ( 1%) | 9 (<1%) |
| D | 38 ( 5%) | 85 (10%) | 43 (13%) | 166 ( 8%) |
| E | 17 ( 2%) | 12 ( 1%) | 1 (<1%) | 30 ( 2%) |
| F | 17 ( 2%) | 10 ( 1%) | 18 ( 6%) | 45 ( 2%) |
| X | 10 ( 1%) | 18 ( 2%) | 2 ( 1%) | 30 ( 2%) |
| Y | 95 (11%) | 73 ( 9%) | 17 ( 5%) | 185 ( 9%) |
| G | 25 ( 3%) | 24 ( 3%) | 8 ( 3%) | 57 ( 3%) |
| H | 10 ( 1%) | 11 ( 1%) | 3 ( 1%) | 24 ( 1%) |
| I | 28 ( 3%) | 36 ( 4%) | 27 ( 8%) | 91 ( 5%) |
| J | 25 ( 3%) | 19 ( 2%) | 7 ( 2%) | 51 ( 3%) |
| K | 29 ( 3%) | 37 ( 5%) | 8 ( 3%) | 74 ( 4%) |
| L | 12 ( 1%) | 14 ( 2%) | 5 ( 2%) | 31 ( 2%) |
| M | 48 ( 6%) | 44 ( 5%) | 11 ( 3%) | 103 ( 5%) |
| N | 0 ( 0%) | 0 ( 0%) | 1 (<1%) | 1 (<1%) |
| Z | 16 ( 2%) | 16 ( 2%) | 11 ( 3%) | 43 ( 2%) |
| P | 177 (21%) | 208 (25%) | 67 (21%) | 452 (23%) |
| Q | 13 ( 2%) | 20 ( 2%) | 9 ( 3%) | 42 ( 2%) |
| R | 10 ( 1%) | 21 ( 3%) | 5 ( 2%) | 36 ( 2%) |
| S | 0 ( 0%) | 1 (<1%) | 0 ( 0%) | 1 (<1%) |
| T | 13 ( 2%) | 5 ( 1%) | 2 ( 1%) | 20 ( 1%) |
| U | 16 ( 2%) | 17 ( 2%) | 6 ( 2%) | 39 ( 2%) |
| Total | 840 | 819 | 320 | 1 979 |

.2 Very significant at the 1% level (Chi-squared = 136.6). There is a higher use by Accountancy and Taxation (A) in the mornings and a lower use in the afternoons; a lower use by Law (D) in the mornings and a higher use in the evenings; a higher use in the evenings by Transport and Insurance (F); a higher use in the evenings by Geology and Geography (I).

5.45 DAY x DEPARTMENT

| .1 | Mon. | Tues. | Wed. | Thur. | Fri. | Total |
|---|---|---|---|---|---|---|
| A | 108 (19%) | 71 (17%) | 49 (14%) | 73 (20%) | 53 (18%) | 354 (18% |
| B | 32 ( 6%) | 21 ( 5%) | 9 ( 3%) | 18 ( 5%) | 15 ( 5%) | 95 ( 5% |
| C | 4 ( 1%) | 0 ( 0%) | 2 ( 1%) | 2 ( 1%) | 1 (<1%) | 9 (<1% |
| D | 63 (11%) | 30 ( 7%) | 25 ( 7%) | 28 ( 8%) | 20 ( 7%) | 166 ( 8% |
| E | 10 ( 2%) | 7 ( 2%) | 3 ( 1%) | 8 ( 2%) | 2 ( 1%) | 30 ( 2% |
| F | 11 ( 2%) | 8 ( 2%) | 8 ( 2%) | 11 ( 3%) | 7 ( 2%) | 45 ( 2% |
| X | 7 ( 1%) | 9 ( 2%) | 3 ( 1%) | 6 ( 2%) | 5 ( 2%) | 30 ( 2% |
| Y | 52 ( 9%) | 33 ( 8%) | 27 ( 8%) | 42 (12%) | 31 (10%) | 185 ( 9% |
| G | 15 ( 3%) | 14 ( 3%) | 9 ( 3%) | 13 ( 4%) | 6 ( 2%) | 57 ( 3% |
| H | 6 ( 1%) | 11 ( 3%) | 0 ( 0%) | 4 ( 1%) | 3 ( 1%) | 24 ( 1% |
| I | 21 ( 4%) | 25 ( 6%) | 15 ( 4%) | 15 ( 4%) | 15 ( 5%) | 91 ( 5% |
| J | 15 ( 3%) | 15 ( 4%) | 9 ( 3%) | 10 ( 3%) | 2 ( 1%) | 51 ( 3% |
| K | 20 ( 4%) | 10 ( 2%) | 17 ( 5%) | 10 ( 3%) | 17 ( 6%) | 74 ( 4% |
| L | 4 ( 1%) | 8 ( 2%) | 10 ( 3%) | 7 ( 2%) | 2 ( 1%) | 31 ( 2% |
| M | 30 ( 5%) | 16 ( 4%) | 18 ( 5%) | 22 ( 6%) | 17 ( 6%) | 103 ( 5% |
| N | 0 ( 0%) | 1 (<1%) | 0 ( 0%) | 0 ( 0%) | 0 ( 0%) | 1 (<1% |
| Z | 8 ( 1%) | 8 ( 2%) | 15 ( 4%) | 4 ( 1%) | 8 ( 3%) | 43 ( 2% |
| P | 115 (21%) | 104 (25%) | 84 (25%) | 70 (19%) | 79 (26%) | 452 (23% |
| Q | 14 ( 3%) | 5 ( 1%) | 12 ( 4%) | 3 ( 1%) | 8 ( 3%) | 42 ( 2% |
| R | 4 ( 1%) | 11 ( 3%) | 11 ( 3%) | 3 ( 1%) | 7 ( 2%) | 36 ( 2% |
| S | 0 ( 0%) | 0 ( 0%) | 0 ( 0%) | 1 (<1%) | 0 ( 0%) | 1 (<1% |
| T | 9 ( 2%) | 4 ( 1%) | 4 ( 1%) | 3 ( 1%) | 0 ( 0%) | 20 ( 1% |
| U | 8 ( 1%) | 8 ( 2%) | 9 ( 3%) | 10 ( 3%) | 4 ( 1%) | 39 ( 2% |
| Total | 556 | 419 | 339 | 363 | 302 | 1,979 |

.2 The significant factors in this table (which as a whole is significant, Chi-squared = 125.75) are:

More use by Law (D) on Monday

More use by Chemistry (H) on Tuesday

More use by Physics (L) on Wednesday

More use by Modular Degree and general Science students (Z) on Wednesday

5.46 USE OF MATERIAL IN x LIBRARY

| .1 | R | L | P | Total |
|---|---|---|---|---|
| BS | 1,368 | 691 | 322 | 2,381 |
| N | 352 (343) | 93 | 150 | 595 |
| ST | 293 (271) | 217 | 51 | 561 |
| CH | 105 ( 94) | 219 | 44 | 368 |
| | 2,118 | 1,220 | 567 | 3,905 |

Where R = Reference use of any books (from reshelving count)

L = Returned loans

P = Periodical use

( ) = Reference use from slip count.

.2 Compared with last year Navigation shows a significant rise in use and Science a significant fall.

Overall material usage compared with student hours is as follows (all figures are % differences between 1973 and 1974):

| | Student Hours | R | L | P | Total |
|---|---|---|---|---|---|
| BS | + 6.61 | -15.50 | +21.23 | + 23.37 | - 2.82 |
| N | +16.05 | +61.47 | +43.08 | +354.55 | + 88.29 |
| ST | -22.72 | - 6.09 | - 9.96 | - 84.45 | - 36.32 |
| CH | - 4.79 | -47.8 | +76.61 | + 18.92 | + 4.25 |
| Total | - 1.89 | - 9.53 | +22.00 | - 13.96 | - 2.38 |

5.47 JOURNAL USE x LIBRARY

.1 B.S.

| Journal | No. of times used |
|---|---|
| Accountants Magazine | 1 |
| All England Law Reports | 54 |
| American Journal of Comparative Law | 3 |
| Banker | 4 |
| Bankers Magazine | 1 |
| Cambridge Law Journal | 7 |
| City Life | 1 |
| Common Market Law Reports | 2 |
| Conveyancer and Property Lawyer | 1 |
| Current Law Citator | 1 |
| Current Law Year Book | 1 |
| Current Legal Problems | 2 |
| Econometrica | 2 |
| Economic History Review | 11 |
| Economic Journal | 1 |
| Economic Trends | 1 |
| Economica | 1 |
| Economist | 2 |
| England and Empire Digest | 2 |
| English Reports | 3 |
| Epoca | 1 |
| Financial Executive | 1 |
| Geography | 2 |
| Halsbury's Statutes of England | 3 |
| I.L.E.A. Contact | 2 |
| Industrial Law Journal | 4 |
| Industrial Relations Law Reports | 12 |
| Industrial Tribunals | 1 |
| International and Comparative Law Quarterly | 7 |
| Journal of Business Finance | 2 |
| Journal of Business Law | 5 |
| Journal of Economic Literature | 4 |
| Journal of Planning and Environment Law | 8 |
| Journal of Political Economy | 3 |
| Law Journal Reports: Public and General Acts | 7 |
| Law Quarterly Review | 1 |
| Law Reports | 84 |

| Journal | No. of times used |
|---|---|
| Listener | 1 |
| Lloyd's List Law Reports | 5 |
| Management Accounting | 1 |
| Management Today | 2 |
| Midland Bank Review | 1 |
| Modern Law Review | 4 |
| Modern Railways | 1 |
| National Institute Economic Review | 2 |
| New Law Journal | 5 |
| New Statesman | 2 |
| Office Equipment News | 1 |
| Policy Holder Insurance Journal | 1 |
| Political Quarterly | 1 |
| Public Administration | 3 |
| Quarterly Journal of Economics | 4 |
| Retail Business | 1 |
| Scientific American | 1 |
| Scottish Journal of Political Economy | 2 |
| Sociological Review | 1 |
| Spectator | 2 |
| T.V. Times | 1 |
| Tax Cases | 6 |
| Time Out | 2 |
| Times Higher Education Supplement | 1 |
| Top Secretary | 1 |
| West Africa | 2 |
| Weekly Law Reports | 19 |
| Yale Law Journal | 1 |
| Total no. of times journals were used | 322 |

.2 S.T.

| Journal | No. of times used |
|---|---|
| Advances in Ecological Research | 4 |
| Annals of the Association of American Geographers | 1 |
| Annual Review of Biochemistry | 1 |
| Biuletyn Peryglacjalny | 1 |
| Earth Science Reviews | 2 |
| East Midland Geographer | 1 |
| Ecologist | 5 |
| Geoforum | 2 |
| Geografiska Annaler | 2 |
| Geography | 2 |
| Geological Magazine | 3 |
| Geological Society of America Bulletin | 1 |
| Institute of British Geographers' Transactions | 5 |
| Journal of the American Chemical Society | 1 |
| Journal of Cell Biology | 1 |
| Journal of Cellular Physiology | 1 |
| Journal of Insect Physiology | 1 |
| Journal of Organometallic Chemistry | 1 |
| Journal of Petrology | 1 |
| Local Historian | 3 |
| Nature | 6 |
| New Scientist | 1 |
| New Zealand Geographer | 2 |
| Philosophical Magazine | 9 |
| Proceedings of the Royal Society of London | 1 |
| Proceedings of the Geologists' Association | 3 |
| Scientific American | 1 |
| Sedimentary Geology | 1 |
| Which | 1 |
| Total no. of times journals were used | 64 |

.3 N

| Journal | No. of times used |
|---|---|
| Aeroplane Monthly | 4 |
| Baltic and International Maritime Conference | 2 |
| B.P. Shield International | 1 |
| Clansman | 2 |
| Container News | 3 |
| Containerisation International | 1 |
| Esso Magazine | 1 |
| Fairplay | 4 |
| Fairplay International | 3 |
| Flight International | 5 |
| Freight Management | 1 |
| Freight Transport Equipment | 1 |
| Holland Shipbuilding | 1 |
| Hoverfoil News | 2 |
| Illustrated London News | 7 |
| ICAO Bulletin | 2 |
| ICHCA Monthly Journal | 1 |
| International Hydrographic Review | 1 |
| B.S.R.A. Abstracts | 1 |
| Journal Hon. Company of Master Mariners | 1 |
| Journal of the Institute of Navigation | 5 |
| Journal of Israel Shipping Research Institute | 1 |
| Journal of Navigation | 4 |
| Journal of Transport Economics and Policy | 3 |
| Lloyd's Law Reports | 2 |
| Lloyd's Loading List | 1 |
| Lloyd's Register | 10 |
| Lloyd's Weekly Casualty Reports | 1 |
| Marine Engineers Review | 1 |
| Marine Observer | 1 |
| Maritime Transport | 1 |
| Motor Ship | 7 |
| National Ports Council Research and Technical Bulletin | 1 |
| Nautical Magazine | 2 |
| Naval Architect | 5 |
| Norwegian Shipping News | 3 |
| Ocean | 1 |
| Offshore Services | 1 |

| Journal | No. of times used |
|---|---|
| Petroleum Economist | 1 |
| Reed's Marine Equipment News | 2 |
| Safety at Sea International | 1 |
| Scandia | 2 |
| Sea | 1 |
| Seafarer | 1 |
| Seaman | 2 |
| Seatrade | 3 |
| Ship and Boat International | 1 |
| Ship Building | 1 |
| Shipbuilder and Marine Engineer | 1 |
| Shipping World and Shipbuilder | 4 |
| Surveyor | 2 |
| Tanker and Bulk Carrier | 8 |
| Transactions of the Royal Inst. of Naval Architects | 4 |
| Weather | 1 |
| World Ships on Order | 3 |
| Yachting and Boating Weekly | 7 |
| Yachting Monthly | 6 |
| Yachting World | 5 |
| Total no. of times journals were used | 150 |

62

| Journal | No. of times used |
|---|---|
| Art in America | 2 |
| Art Forum | 1 |
| Art Review | 3 |
| Cognition | 2 |
| Corrosion | 1 |
| Corrosion Abstracts | 1 |
| Country Life | 5 |
| Design | 2 |
| E.E.G. Journal | 1 |
| Experimental Psychologist | 1 |
| Gold und Silber | 5 |
| Journal of Abnormal Psychology | 2 |
| Journal of the Electrochemical Society | 8 |
| Journal of Experimental Psychology | 1 |
| Journal of the Iron and Steel Institute | 1 |
| Journal of Less Common Metals | 1 |
| Metals Abstracts | 2 |
| Novum Gebrauschgraphik | 1 |
| Psychological Bulletin | 2 |
| Transactions of the American Institute of Mining etc. | 1 |
| Transactions of the American Society for Metals | 1 |
| Total no. of times journals were used | 44 |

5.48 JOURNAL USE x DEPARTMENT (i.e. Journals allotted to departments).

| 1. Department | No. of journal uses made |
|---|---|
| A | 1 |
| B | 39 |
| C | 1 |
| D | 250 |
| E | 1 |
| F | 2 |
| X | 10 |
| Y | 20 |
| G | 2 |
| H | 3 |
| I | 21 |
| J | - |
| K | 21 |
| L | - |
| M | 9 |
| N | - |
| Z | 30 |
| P | 148 |
| Q | 7 |
| R | 2 |
| S | - |
| T | - |
| U | - |

5.49 JOURNAL USE x DATE OF JOURNAL

| .1 Date | No. of uses made | | | |
|---|---|---|---|---|
| | BS | N | ST | CH |
| 1974 | 31 | 72 | 15 | 18 |
| 3 | 49 | 17 | 21 | 3 |
| 2 | 29 | 9 | 6 | 1 |
| 1 | 20 | 10 | 7 | 2 |
| 0 | 18 | 5 | 4 | 2 |
| 1969 | 18 | 5 | 4 | 2 |
| 8 | 14 | 4 | 1 | 2 |
| 7 | 9 | 2 | 2 | 1 |
| 6 | 1 | 1 | 2 | - |
| 5 | 12 | - | - | 1 |
| 4 | 7 | 3 | 1 | 2 |
| 3 | 12 | 1 | - | 2 |
| 2 | 3 | - | - | 2 |
| 1 | 5 | - | - | - |
| 0 | 4 | 1 | - | 1 |
| 1959 | 3 | - | - | 1 |
| 8 | 1 | - | - | - |
| 7 | 9 | - | - | - |
| 6 | 3 | - | - | - |
| 5 | 4 | - | - | - |
| 4 | 2 | - | - | - |
| 3 | 2 | - | - | - |
| 2 | 2 | - | - | - |
| 1 | 1 | - | - | - |
| 0 | 5 | 1 | - | 2 |
| 1949 back | 57 | 2 | - | - |

## 6. CONCLUSION

6.1 We are not presenting a detailed list of significant results. These can be obtained by examining the appropriate tables. Subject specialists in particular should look at all departmental results.

6.2 Overall we have two main findings:

a) The disappointing one that overall effectiveness has stayed the same and that usage of the library service has dropped somewhat more than the drop in student hours.

b) The encouraging one that some libraries have held their own or increased usage and that given the drop in usage, overall satisfaction has risen.

6.3 If we take sections 5.1 and 5.46 together we can see that there has been a drop in «in-house »use (i.e. reference books and periodicals). We feel that this could explain the levelling out in satisfaction.

6.4 It also raises a major question with regard to our stock purchase policy. We have tended in the past few years to purchase a high percentage of stock as reference items. The figures indicate to us that this policy cannot be justified unless we have the back-up in terms of seating spaces, that we are in fact discouraging customers given our current chronic shortage of seats; and that stock would be more heavily used if we bought proportionately much more lending stock and perhaps restricted reference material to basically a short loan collection of a relatively few basic works in each subject.